

ORGANIZATIONAL ISSUANCE

CD30

Technology Transfer Department Organizational Work Instruction

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
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Revision	B	3/01/00	General Changes
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Revision	D	8/23/00	General Changes
Revision	E	3/9/01	Training Records Update; File Locations Update
Revision	F	8/13/01	Revise Record Retention Schedules; Update Applicable Documents List; Remove training matrices/maintain as part of Training Requirements Plan; Other General
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Revision	H	9/13/02	Updated Appendix E-External Customer Agreement

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1. PURPOSE

This Organizational Work Instruction (OWI) provides the procedures for the processes of the Technology Transfer Department (TTD).

2. APPLICABILITY

This work instruction applies to all processes within the TTD as detailed in Appendices A-H.

3. APPLICABLE DOCUMENTS

CD01-OWI-001 Customer and Employee Relations Directorate
Document Control Process

SBIR/STTR Handbook URL (<http://ehb2.gsfc.nasa.gov>)

MPG 1050.1 Contract (Customer Agreement) Review

MPG 1280.4 MSFC Corrective Action System

MPG 1410.1 Document and Data Control for Organizational
Issuances

MPG 1440.2 MSFC Records Management Program

MPG 2190.1 MSFC Export Control Program

MPG 8715.1 Marshall Safety, Health, and Environmental
(SHE) Program

MWI 1050.3 Policy and Authority to Take Actions Related
to Reimbursable and Nonreimbursable Space Act
Agreements

MWI 1280.2 MSFC Customer Feedback System

NPD 1050.1 Authority to Enter into Space Act Agreements

NPD 2091.1 Inventions Made By Government Employees

NPD 2092.1 Royalties and Other Payments Received by NASA
from the Licensing of Patents and Patent
Applications

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NPD 2210.1 External Release of NASA Software

NPD 7500.2 NASA Technology Commercialization Policy

NPG 1050.1 Space Act Agreements

NPG 1441.1 NASA Records Retention Schedules

NPG 2092.1 Distribution of Royalties Received by NASA
From the Licensing of Patents and patent
Application

NPG 2210.1 External Release of NASA Software

4. DEFINITIONS

AC - Agreement Coordinator - TTD personnel assigned to respond to a customer request by generating required Customer Agreement (CA) documentation and obtaining signatures to execute the agreement, or preparing, coordinating and sending a Letter of Regret (LOR) to the customer.

Amendment - A mutually agreed-to modification of an existing customer agreement that changes the resources (funding, labor, or period of performance) required for MSFC to supply the product/service according to the existing requirements. This requires a stop-work on the subject CA until the amendment has gone through the concurrence cycle and has been executed.

CA - Customer Agreement. The signed agreement between MSFC and the customer that establishes the requirements for the product or service and the necessary resources to accomplish the objectives of the CA. A CA can include several types of Space Act Agreements:

- Reimbursable
 - Partially
 - Fully
- Nonreimbursable
 - Memorandum of Understanding (MOU)
 - Memorandum of Agreement (MOA)
 - Letter Agreement with foreign customers
(NASA Headquarters or Level II agreements)

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CaER - Customer and Employee Relations Directorate/CD01

CAITS - Center-wide Action Item Tracking System

CAT - Commercialization Assistance Team responsible for reviewing and dispositioning all MSFC commercial assessments. The team includes TTD, Patent Office, and Research Triangle Institute (RTI) personnel.

CATL - Commercialization Assistance Team Lead is responsible for coordinating all CAT team activities, meetings and commercial assessment reviews.

COTR - Contracting Officer's Technical Representative.

CPL - Commercialization Project Lead. TTD personnel responsible for developing and implementing commercialization strategies of NASA owned inventions and technologies. This includes responding to license inquiries, preparation of license agreements, evaluating and negotiating license agreements, and obtaining license agreement approval.

Customer - Entities or individuals inherent within all TTD processes, external or internal to MSFC (may include civil service employees and organizations; private industries, academia, or other government agencies).

DCC - Document Control Custodian. The primary individual responsible for producing and maintaining the Master List for the TTD, and ensuring that copies or web addresses of all Master List items are readily available.

DE - Domestic exclusive license agreement.

DN - Domestic non-exclusive license agreement.

ER - Enterprise Representative. The designated lead individual representing each Strategic Enterprise relative to all SBIR and STTR issues. The ER's primary role is to assure coordinated enterprise responses in support of SBIR/STTR solicitation activities, and through their own organizational paths provide oversight guidance to assure that inputs and

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recommendations to solicitations reflect enterprise priority technology needs.

Executive Director - The SBIR/STTR Executive Director is designated by the Administrative Assistant of the code with responsibility for these programs. The Executive Director is the Source Selection Official for both the SBIR and STTR programs. The Executive Director's role includes strategic oversight responsibility and final authority for these programs including program assessment and insuring proper and efficient conduct of the source selection process.

FAR - Federal Acquisition Regulation.

FE - Foreign exclusive license agreement.

Field Center SBIR/STTR Program Manager - Each Field Center designates Center SBIR/STTR Program Managers. The role of the Center SBIR/STTR Program Manager is to administer the SBIR/STTR programs at a Center.

FN - Foreign non-exclusive license agreement.

Invention - Any art, machine, manufacture, design, or composition of matter, or any new and useful improvement thereof, or any variety of plant, that is or may be patentable or protectable under the intellectual property laws of the United States or a foreign country.

LE - Large Entity (large business).

Master List - Listing of approved CD30 OWI's and all applicable documents that influence the work of the Technology Transfer Department.

MMM - Marshall Management Manual.

MMS - Marshall Management System.

MSFC - Marshall Space Flight Center.

N/A - Not Applicable.

New Technology Representative - Focal point for management of the New Technology Reporting process, organizing and

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implementing an appropriate program to ensure that proper reporting is made of all new technologies and/or innovations developed by MSFC innovators or under any MSFC contract for experimental development. Ensures that MSFC contractors comply with provisions of the Federal Acquisition Regulation pertaining to appropriate contract. Process owner for new technology reporting and related contract compliance.

NFS - NASA FAR Supplement.

NTR - New Technology Report. A disclosure of a new technology or innovation, e.g. inventions, discoveries, processes, machines, manufactures, composites of matter, or computer programs (software). Technologies and innovations can also be improvements to the aforementioned examples.

NTTS - NASA Technology Tracking System. An agency-wide database used to collect data and serve as a tool in the administration of NASA's commercial technology program.

OJT - On-the-Job Training.

OPR - Office of Primary Responsibility.

OPRD - Office of Primary Responsible Designee. The individual within the Technology Transfer Department responsible for updating the current electronic version of CD30-OWI-001 based on inputs from the CD30 Process Owners. Responsible for providing updated electronic documents to appropriate web personnel for posting with on-line ISO documents.

OWI - Organizational Work Instruction.

PO - Process Owner. The TTD member assigned the responsibility to assure that their assigned TTD process activities conform to the MMM. Responsible for maintaining their respective designated Appendix to this OWI which details the instructions for each unique process. Responsible for providing any changes to their assigned Appendix to the OPRD for official updates to CD30-OWI-001.

QR - Quality Record. These are documents maintained to demonstrate conformance to specified requirements and

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procedures, providing objective evidence of activities performed or results achieved.

QRN - Quality Record Number.

QS - Quality System.

Records Custodian - Individual responsible for maintaining quality records.

SAA - Space Act Agreement - An agreement between MSFC and a non-MSFC entity defined as an "other transaction" under the Space Act of 1958. These external customer agreements result in partnerships with diverse groups of people and organizations in order to meet wide-ranging NASA mission and program requirements and objectives. (See Customer Agreement).

SAARF - Space Act Agreement Request Form used in the customer agreement process.

SB - Small Business.

SBIR - Small Business Innovation Research.

SBIR/STTR Procurement Manager - The Office of Procurement designates an SBIR/STTR Procurement Policy Manager. The primary role is to assure that uniform and consistent procurement policies are applied to the SBIR/STTR program.

SBIR/STTR Program Manager - The primary role and responsibility of the program manager is to provide the agency-wide implementation and the day-to-day management of SBIR/STTR programs. The program manager has responsibility for all management areas of program administration.

SBIR/STTR Subtopic Managers-Topic Managers designate Subtopics and Subtopic Managers in support of a topic from appropriate Field Centers. The role of the Subtopic Manager is to submit and manage high priority research subtopics.

SBIR/STTR Topic Managers-Each Field Center designates Center SBIR/STTR Topic Managers with the approval of the appropriate Enterprises. The role of the Topic Manager is to submit and

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manage intercenter high priority research topics and coordination at subtopic levels.

SRA - Software Release Authority. Individual responsible for implementing MSFC's Software Release Program in accordance with NPD/NPG 2210.1.

SSO - Source Selection Official.

STTR - Small Business Technology Transfer.

SUA - Software Usage Agreement. An agreement specific to the release of NASA software, executed by the MSFC SRA. Such agreements are used to document the release of NASA software, and to provide usage stipulations and any applicable restrictions to the recipients of NASA software.

Tech Briefs - An official monthly publication of NASA featuring exclusive reports of innovations developed by NASA and its industry partners/contractors that can be applied to develop new/improved products and solve engineering or manufacturing problems.

TPOC - Technical Point of Contact

TSP - Technical Support Package. A document corresponding to a Tech Brief article that explains a technology in greater detail and provides points of contact for questions and/or licensing discussions.

TTD - Technology Transfer Department/CD30.

5. INSTRUCTIONS

5.1 TTD Processes. Instructions for each process summarized below are detailed in Appendices A-H. Each process has a designated Process Owner (PO):

5.1.1 New Technology Reporting- The identifying and reporting of new technologies and innovations developed by NASA employees, contractors, grantees, and recipients of cooperative agreements (*Appendix A*).

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5.1.2 Commercialization Assistance- The process of assessing NASA owned or funded inventions for commercial potential; resolving intellectual property issues; and implementing formal commercialization strategies, facilitated by the Commercialization Assistance Team (CAT) (*Appendix B*).

5.1.3 Licensing of Patents- The process of managing the licensing of NASA owned patents through active and passive marketing techniques; negotiation and preparation of formal licensing agreements; and receipt of royalty fees for appropriate distribution (*Appendix C*).

5.1.4 External Release of NASA Software- The process of formally releasing NASA developed software to an external (non-NASA) customer (*Appendix D*).

5.1.5 External Customer Agreements- The process of coordinating customer agreements made with partners which may include industry, universities, government agencies, or other NASA Centers for the purpose of advancing technology and technology transfer (*Appendix E*).

5.1.6 Small Business Innovation Research (SBIR)/Small Business Technology Transfer (STTR)- Management of the SBIR/STTR programs, providing opportunity and incentive for creative engineering and technology-related small businesses to conduct innovative, high-risk research on important scientific and technical problems (*Appendix F*).

5.1.7 New Technology Reporting Contract Compliance- The organization and administration of a process that ensures contractual obligations pertaining to new technology reporting are being met by MSFC contractors in accordance with applicable new technology or patent rights clause (NASA Federal Acquisition Regulation Supplement 1852.227-70 or 1852.227-11) (*Appendix G*).

5.1.8 Outreach and Education- The process by which information from the major TTD program elements are disseminated to the fullest extent possible (*Appendix H*).

5.2 Corrective Action. The PO for each process within TTD (or the designated process coordinator) is responsible for maintaining a dialog with customers during their respective activities. During such dialog, the PO will have the responsibility for acting upon comments and/or complaints from

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customers. The PO will have responsibility for determining whether the customer is providing:

- A **Quality System Comment** (e.g., formal complaint, observation, or compliment) regarding a delivered product or service; or
- A **Non-Quality System Comment** (e.g., a negotiating tactic, document revision recommendation, typographical correction, "red-line", routine "thank-you", etc.)

In the event a Quality System (QS) Comment is communicated directly or indirectly (e.g., via other cognizant CaER/TTD personnel) to the PO (or any TTD employee), the individual receiving the comment will provide the evidence of the quality comment (e.g., written comment from the customer, email, or a written summary of telephone conversation/other verbal exchange) to the CD30 Manager who will in turn provide the comment to the CD30 ISO Organizational Representative. The Organizational Representative will maintain a hard copy of the comment as a Quality Record and will enter the comment into the appropriate Center system (as defined in *MSFC Quality Comment System* and *MSFC Corrective Action System*).

5.3 Preventive Action. The purpose of preventive action is to assure organizations implement a proactive approach to review and analyze related information to determine if preventive action is necessary, and to implement improvements and/or changes to processes. Each PO is responsible for implementing a preventive action approach within their respective area. Some examples of preventive action within the TTD include the convening of CD30 evaluation teams who review the customer agreement coordination and execution process to keep the process current and minimize the amount of time required to execute a Space Act Agreement (SAA). This activity occurs at least twice per year in accordance with CD01-OWI-001. Another example is the public website available to potential customers (civil service and contractor innovators located at MSFC or off-site) that provides information and procedure guidance for the New Technology Reporting process. The intent of preventive actions such as these is to minimize potential customer complaints due to a needed process change, or unfamiliarity with requirements of a process.

6. NOTES

N/A

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7. SAFETY PRECAUTIONS AND WARNING NOTES

N/A

8. APPENDICES, DATA, REPORTS, AND FORMS

Appendices A-H detail processes within the TTD.

- Appendix A New Technology Reporting
- Appendix B Commercialization Assistance
- Appendix C Licensing of Patents
- Appendix D External Release of NASA Software
- Appendix E External Customer Agreements
- Appendix F Small Business Innovative Research/Small Business Technology Transfer (SBIR/STTR) Program
- Appendix G New Technology Reporting Contract Compliance
- Appendix H Outreach and Education

9. RECORDS

Quality Records (QRs). Any record or related data furnishing objective evidence of activities performed or results achieved.

9.3 RECORDS RETENTION. All Quality Records are maintained in accordance with NPG 1441.1. The Records Plan, MSFC Form 2441, requires information regarding Agency Filing Scheme (AFS) Number, record custodian, record title, description, filing arrangement, and disposition. MSFC Form 2441's are maintained as quality records for the Technology Transfer Department.

10. TOOLS, EQUIPMENT, AND MATERIALS

N/A

11. PERSONNEL TRAINING AND CERTIFICATION

Every MSFC employee is required to attend *general* ISO training provided by CD20/Employee and Organizational Development Office. *Special* employee training is required for individual processes within the TTD. See MSFC Form 4333 "MSFC Training Requirements Plan", approved by the CD30 Manager, for detailed training requirements relevant to Technology Transfer Department processes. This Training Plan will be maintained as a Quality Record to document the status/completion of required special training.

12. FLOW DIAGRAM. See Figures A-H.

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Appendix A New Technology Reporting

Process Owner. Sammy Nabors

New Technology Reporting Process Instructions.

1. New Technology Representative PO receives new technology report/invention disclosure (NASA Form 1679 or equivalent).
2. MFS- case number is assigned as part of NASA Technology Tracking System (TechTracS) entry. This number is also the Quality Record Number (QRN) and will appear on the case folder. The entire case folder is deemed a Quality Record QR.
3. Copies distributed as appropriate (e.g. Chief Counsel's Office, Software Release Authority, and Commercialization Assistance Team).
4. The QR is filed as appropriate. Depending on status of disclosure, the QR may be held in a staging area, i.e. "in-process" area, before being placed in designated file cabinets. For example, while the disclosure is active in the commercialization review/assistance cycle it will be filed with the commercialization assistance active folders; if being published it will be filed with publication cycle active files. These in-process files are stored and labeled in the same general area as the official product QR filing cabinets and are monitored by the PO (New Technology Representative) until all actions are complete. The purpose for holding the files separately is to make the in-process files readily accessible for frequent access (e.g. correspondence input to the QR) and to help facilitate an orderly flow due a high number of concurrent cycles (i.e. subprocesses within the New Technology Reporting process) that may be taking place for each case (See Figure A).
5. Once all actions are complete the QR will be placed in numerical order in the designated filing cabinet for future access as required.
6. The QR will be retained in this manner until retired or destroyed in accordance with appropriate files disposition.

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Quality Records. The New Technology Reporting QRs are the new technology report/innovation disclosure case files and include the following:

- Initial new technology report/innovation disclosure (NASA Form 1679 or equivalent data package);
- All correspondence (e.g. forms, emails, faxes, memorandums) related to the disclosure or any innovator listed on the disclosure;
- Any other related information as determined by the PO.

File(s) Location. Building 4732/Room 227-12

Records Custodian. Jill Stocks

Quality Record Numbering System. The numbering system for all QRs pertaining to the New Technology Reporting process is as follows:

- All new technology reports/innovation disclosures (NASA Form 1679 or equivalent) shall have in the upper right-hand corner an official MSFC case number formatted as "MFS-XXXXX-1" (QRN). The QR number is incremented in a numerical order and is assigned by the New Technology Representative (PO) using NASA TechTracS.
- A new technology case file folder will be established with the identical QRN.
- Included in this folder (QR) will be the disclosure noted in paragraph A., along with any related correspondence deemed appropriate (e.g. memoranda, faxes, emails, forms, etc.) pertaining to the disclosure or any known innovator of the technology.
- The case folder and the new technology disclosure are the only items *required* to have the QRN noted on the document. All items included in the folder are part of the QR regardless of whether the QRN appears directly on the document.

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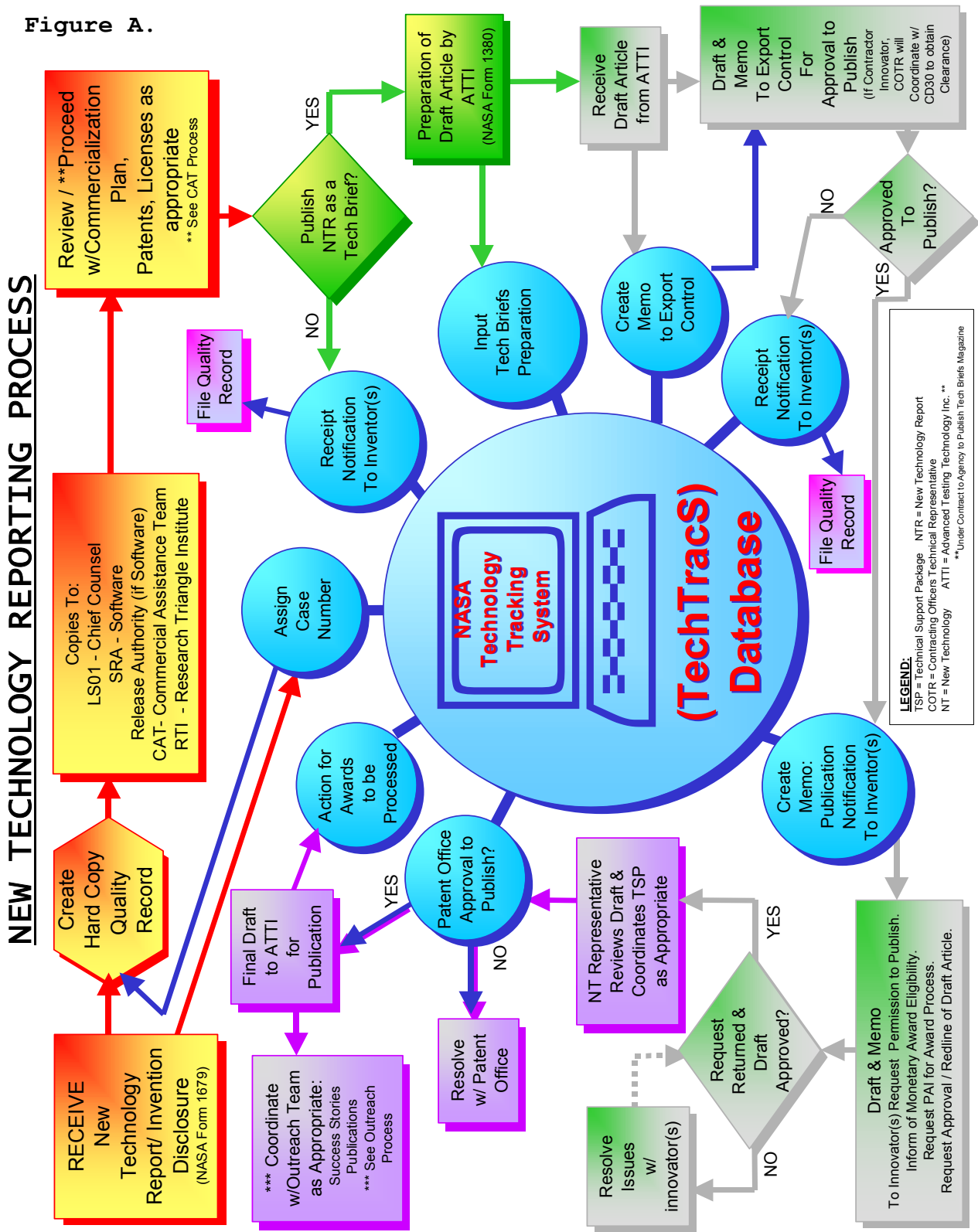
Quality Records and Documents Retention Schedules and Disposition.

The following schedule applies to those QRs directly related to the New Technology Reporting process:

"MFS-XXXXX-1" technology case files will be retained for a minimum of 3 years after received. After the 3 years have elapsed, the files may be retired to a Federal Record Center in accordance with NPG 1441.1. The case files may be retained longer for general-purpose use (e.g. dissemination of technical information, historical purposes). The files may be destroyed when 5 years old. The retention schedule for QR's related to the New Technology Reporting process is considered the primary retention authority for any related process documents within the QR folder.

NOTE: The Retention Schedule provided in NPG 1441.1 for records associated with this process (New Technology Reporting) are too constraining and are not conducive to the processes of the department which are being carried out in response to Agency objectives. Therefore, the above disposition instructions have been proposed (NASA Form 1418) by the Process Owner and submitted to the MSFC Records Liaison as a vehicle to provide inputs for updating the NPG 1441.1. This proposed retention schedule has been documented on MSFC Form 2441 and will be used until redirected by an updated NPG 1441.1.

Figure A.



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Appendix B Commercialization Assistance

Process Owner. Sammy Nabors

Commercialization Assistance Process Instructions.

1. Commercialization Assistance Team (CAT) receives new technology report/invention disclosure for review, or patent for maintenance fee review each of which already has an MFS case number assigned.
2. The Commercialization Assistance Team Leader (CATL) sends the appropriate MFS cases to the NASA Technology Applications Team at Research Triangle Institute (RTI) for review.
3. RTI reviews each case for issues related to commercialization including IP status and ownership issues, development status and commercial potential. RTI provides the CATL a written commercial assessment report with recommendations on commercialization including publication, marketing, and maintenance fee payments in the case of issued patents.
4. CAT reviews the RTI commercial assessment report and recommendations in a bi-weekly meeting. The teams determine the disposition of all cases provided and assigns specific action items among team members.
5. Inventions and technologies deemed to have commercial potential move forward in the commercialization process as CAT active cases. Cases identified as having limited or no commercial potential are inactivated. Active cases are assigned a CPL from among the CAT members. RTI also assigns a commercialization project lead to work with CPL. These two individuals work together to further develop and implement the commercialization strategy for the case. Commercialization elements managed might include: communication in the form of Technology Opportunity Announcements (TOA), publications, presentations at tradeshow, web-based demonstrations, technology briefings, targeted mailings, focus groups, and other means of marketing the technology. These tools might be active or passive depending on the level of potential. The CPL may

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coordinate with the Outreach Team as appropriate. The Patent Counsel simultaneously begins the patentability search and patent application development.

Quality Records. The Commercialization Assistance QRs are the commercial assessments of the invention disclosure/new technology case files and include the following:

- Commercial Assessments of the invention disclosures
- Any other related information as determined by the CATL

File(s) Location. Building 4732/Room 227-12
Records Custodian. Jill Stocks

The Commercial Assessment requires a QRN. It shall be kept in the New Technology Reporting case folders. All other quality records within the case folder are considered covered by the folder QRN regardless of whether the QRN appears directly on the document.

Quality Record Numbering System. The numbering system for all QRs pertaining to the Commercialization Assistance Team process is as follows:

- All commercial assessments (or equivalent) shall be numbered with an official MSFC case number formatted as "MFS-XXXXX-1" (QRN). The QRN is incremented in a numerical order that is related to the invention disclosure/new technology report and is assigned by the New Technology Representative using NASA TechTracS (See Appendix A). The QRN is also placed on the assessment by RTI.
- The commercial assessment and related documentation will be filed in the new technology/disclosure case folder in the designated and identified area within the folder.
- Included in this folder (QR) will be the commercial assessment, along with any related correspondence (e.g. memoranda, faxes, emails, forms, etc.) pertaining to the disclosure.
- The case folder and the commercial assessment are the only items *required* to have the QRN noted on the document. All items included in the folder are part of the QR regardless of whether the QRN appears directly on the document.

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Quality Records and Documents Retention Schedules and

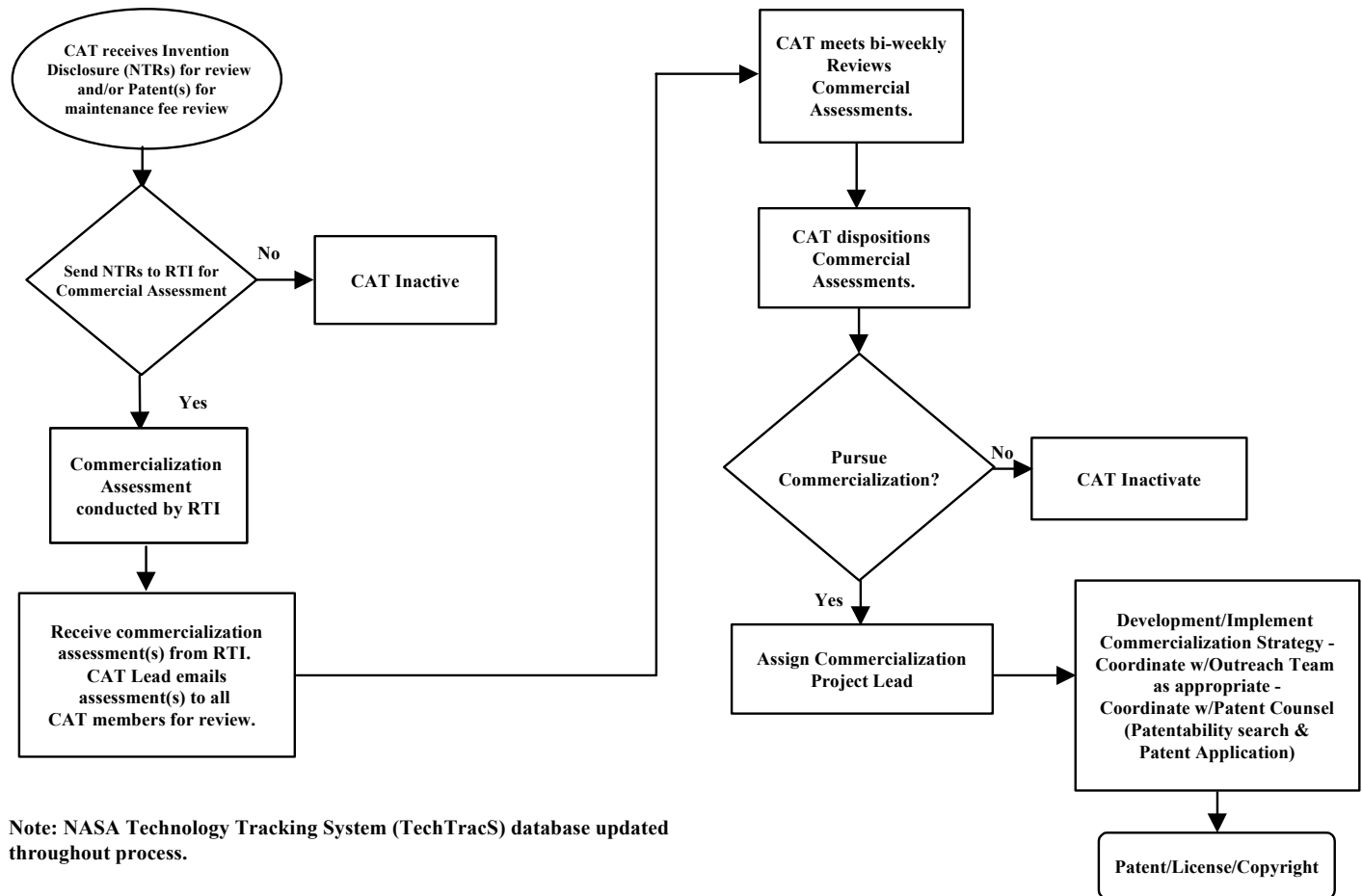
Disposition. The following schedule applies to those QRs directly related to the Commercialization Assistance Team process:

"MFS-XXXXX-1" commercial assessments will be retained for a minimum of 2 years after received. After the 2 years have elapsed, the files may be retired to a Federal Record Center. The case files may be retained longer for general-purpose use (e.g. dissemination of technical information, historical purposes). The files may be destroyed when 5 years old.

NOTE: No Retention Schedule is given in NPG 1441.1 for records associated with this process (Commercialization Assistance Program). Therefore, the above disposition instructions have been proposed (NASA Form 1418) by the Process Owner and submitted to the MSFC Records Liaison as a vehicle to provide inputs for updating the NPG 1441.1. This proposed retention schedule has been documented on MSFC Form 2441 and will be used until redirected by an updated NPG 1441.1.

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Figure B. Commercialization Assistance Process



Note: NASA Technology Tracking System (TechTracS) database is updated throughout the process.

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Appendix C Licensing of Patents

Process Owner. Sammy Nabors

Licensing of Patents Process Instructions.

1. As result of either active or passive technology marketing efforts, the CPL receives license inquiries from companies interested in commercializing the technology via license.
2. The CPL coordinates the interaction with the company such that the company is aware of 37 C.F.R., Part 404.1 and submits a license application including a commercialization plan.
3. After receiving the completed license application and commercialization plan, the CPL coordinates evaluation of the application. Considerations is given to issues such as: (1) technical expertise, facilities, and manufacturing capabilities; (2) marketing experience, and specific product marketing plan; (3) commercialization history; (4) company stability and committed resources for effort; and (5) distribution channels and plan.
4. The CPL determines the optimal licensing strategy for NASA in relationship to exclusivity. Options include exclusive license, partially exclusive in a field of use, geographic region, or specific number of licensees, or nonexclusive. The CPL develops a license agreement with the appropriate offering and negotiated terms. If exclusivity of any form is being offered the lead puts in a Federal Register notice to announce NASA's intent to grant exclusivity. The Federal Register notice starts a 60-day window for other companies to register a complaint related to the exclusivity.
5. After receiving the signed license application the lead then prepares the package for submission to NASA Headquarters.
6. The license is granted to licensee after signature has been received from NASA Headquarters and either the 60-day window has closed without complaint or all outstanding complaints have been eliminated.

Quality Records. The Patent License QRs are the licensing agreement files and include the following:

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- License application
- License agreement
- Other data as determined by the CPL

File(s) Location. Building 4732/Room 218

Records Custodian. Sammy Nabors

Quality Record Numbering System. The numbering system for all QRs pertaining to the license agreement process is as follows:

- A. NASA Headquarters assigns the license agreement number (QRN) upon approval. The unique QRN will be located on the top center portion of the front page of the license agreement. NASA Headquarters will assign one of the following formats:
 - DN# # # or DN# # # # - *domestic non-exclusive agreement*
 - DE# # # or DE# # # # - *domestic exclusive agreement*
 - FN# # # or FN# # # # - *foreign non-exclusive agreement*
 - FE# # # or FE# # # # - *foreign exclusive agreement*
- B. A license agreement folder will be established with the identical QRN.
- C. Included in this folder (QR) will be the license application, license agreement, and other documents as determined by the Commercialization Project Lead.
- D. The license folder and the license agreement are the only items required to have the QRN noted on the document. All items included in the folder are part of the QR regardless of whether the QRN appears directly on the document.

Quality Records and Documents Retention Schedules and

Disposition. The following schedule applies to those QRs directly related to the license agreement process:

Retained for the term of the license agreement or for the life of the patent (20 years), whichever occurs first. The license agreement files may be retained longer for general-purpose use (e.g. dissemination of technical information, historical purposes). The files may be destroyed after termination of the license agreement or after 20 years, whichever occurs first.

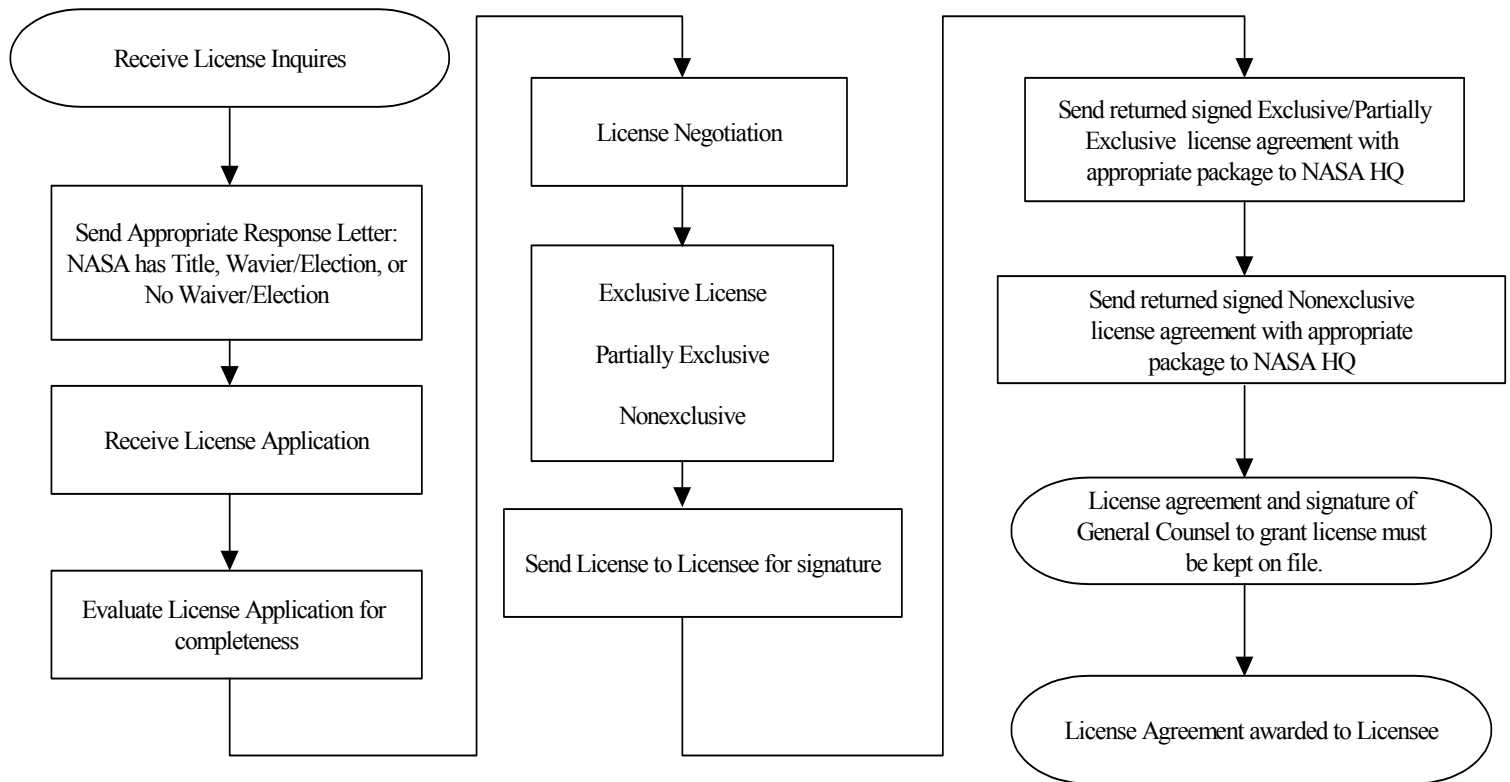
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NOTE: No Retention Schedule is given in NPG 1441.1 for records associated with this process (Licensing of Patents). Therefore, the above disposition instructions have been proposed (NASA Form 1418) by the Process Owner and submitted to the MSFC Records Liaison as a vehicle to provide inputs for updating the NPG 1441.1. This proposed retention schedule has been documented on MSFC Form 2441 and will be used until redirected by an updated NPG 1441.1.

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Figure C.

License Agreement Process



Note: NASA Technology Tracking System (TechTracS) database updated throughout the process.

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Appendix D External Release of NASA Software

Process Owner. Caroline Wang

External Release of NASA Software Instructions.

1. Software developer organization (MSFC or contractor) should report all applicable software, for screening via the New Technology Reporting system (MSFC form 1679). Previously developed (but unreported) software should be reported as soon as possible
2. The Technology Transfer Department will coordinate Export Control review, Intellectual Property review, Commercialization assessment, and Software Release action and determine if software is subject to NPD 2210 External Release of NASA Software Policy.
3. The Technology Transfer Department will determine possible publication disclosure in Tech Briefs magazine and/or other outlets, per intellectual property recommendation.
4. Software Release Authority will approve direct external release from MSFC, or release to an external partner for marketing, distribution and customer support.

Quality Records. The Software Release QRs contain the following:

- Initial new technology report/innovation disclosure (NASA Form 1679 or equivalent data package)
- All correspondence related to the software request
- The fully executed SUA between NASA/MSFC and the customer
- Any other related information as determined by the SRA

File(s) Location. Building 4732/Room 227-12

Records Custodian. Jill Stocks

Quality Record Numbering System. The numbering system for all QRs pertaining to the External Release of NASA Software process is as follows:

- A. All software usage agreements shall have in the upper right-hand corner an official MSFC case number (QRN) formatted as

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"SUA8-XXXXX-#" where the "XXXXX" corresponds with the assigned new technology case number (See Appendix A), and the "#" reflects the sequential release number of that particular software. If a software usage agreement is *not* related to a specific technology case, the software usage agreement number shall be formatted as "SUA-XXXXX-#" where the first two digits of the "XXXXX" corresponds to the fiscal year in which the agreement was executed, followed by a sequentially assigned number based on the number of non-case related agreements executed in that fiscal year, and the "#" reflects the sequential release of that particular software.

- B. The software usage agreements will be included in the related new technology report case folder (a section in the folder will be dedicated and identified for software usage documentation). Included in this folder (QR) will be the software usage agreement and any related correspondence (e.g. memoranda, faxes, emails, forms, etc.) pertaining to the software release. The software usage agreement is the only item *required* to have the QRN noted on it.

All other items included in the folder are part of the QR regardless of whether the QRN appears directly on the document.

Quality Records and Documents Retention Schedules and Disposition. The following schedule applies to those Quality Records (QRs) directly related to the External Release of NASA Software process:

Software usage agreements will be retained for a minimum of 3 years after executed. After the 3 years have elapsed, the files may be retired to a Federal Record Center. The case files may be retained longer for general-purpose use (e.g. dissemination of technical information, historical purposes). The files may be destroyed when 5 years old.

NOTE: No Retention Schedule is given in NPG 1441.1 for records associated with this process (External Release of NASA Software). Therefore, the above disposition instructions have been proposed (NASA Form 1418) by the Process Owner and submitted to the MSFC Records Liaison as a vehicle to provide inputs for updating the NPG 1441.1. This proposed retention schedule has been

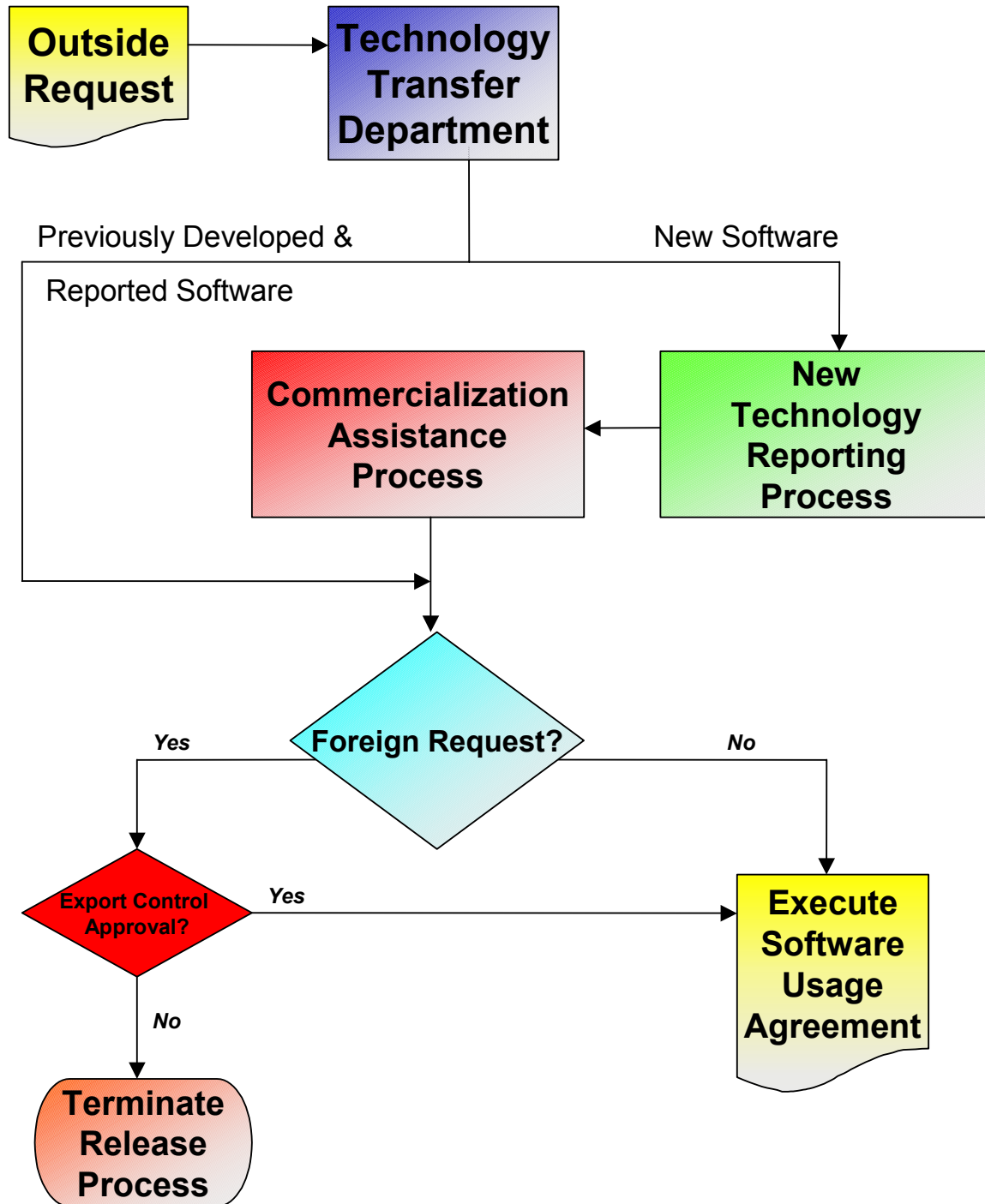
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documented on MSFC Form 2441 and will be used until
redirected by an updated NPG 1441.1.

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External Release of NASA Software

Figure D.



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Appendix E External Customer Agreements

Process Owner. Roger Parisa

External Customer Agreements Process Instructions.

1. The Space Act Agreement Form (SAARF) is received by CD30.
(Figure E, Block 1)
2. PO checks for completeness. If SAARF is incomplete the customer is notified that it is their responsibility to provide complete information prior to our next step.
3. SAARF meeting is called to assess new request.
 - Print attendance list form for SAARF evaluation meeting.
 - Print check off SAARF evaluation sheet for each evaluation file.
4. SAARF meeting is held. Attendance is taken of agreement coordinators (AC). SAARF assessment is performed which includes prior working history, applicable directorate responsibility, AC assignment and applicable Enterprise and Goal relating to NASA /MSFC Mission. SAARF Assessment sheet completed.
5. PO assigns SAA number and makes initial database entry into NTTS.
 - Tentative title: (Company Name - TBD)
 - Status (proposed)
 - Coordinator assigned (or TBD)
 - Space Act number (this is not self generating)
(NTTS automatically sends prompt to coordinator by e-mail)

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6. PO initiates the CAITS action to the participating directorate head and provides copy to the TPOC, Susan Cloud (CD01), and the CD30 project coordinator. (Figure E, Block 2) This CAITS action has a ten-day suspense.
 - Prepare the required number of copies of the SAARF request, supporting documentation and the CAITS action form.
 - Check proprietary status of the SAARF request, if it is, attach ACI (NASA form 1686) and check "Space Act" and "Privileged/Proprietary".
 - Assemble CAITS package including SAARF, supporting documentation, CAITS action form and proprietary sheet if applicable.
 - Highlight routing
 - Have courier make distribution
7. PO makes temporary file folder for the quality record. (Copy of original submittal goes into file)
8. PO forwards original agreement request documentation to the assigned coordinator.
9. Coordinator completes required database entries. Coordinator must complete and enter into NTTS within 2 days:
 - Final title: (Company Name - Title)
 - Company Name (Partner Field)
 - Org code
 - Abstract (must include projection of FR, PR or NR)
 - Point of contact
 - Partners
 - Start chronology (maintain entries as they occur)

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10. During CAITS:

The AC will:

- Attend and facilitate the Block 2 meeting (Figure E, Block 2) by taking attendance, generating minutes and sending email reminders of actions to participants. This meeting will provide the cost estimates from CFO (CFO prepares data and enters into NTTS), Facilities check list, and scope.

The PO will:

- Daily monitor CAITS actions in system. (At this point if performing directorate non-concurred it is closed. If the support group non-concurred then we make inquiry. When all concurrences arrive and Block 2 information is complete, it is closed.)

11. AC notifies PO that all CAITS feedback is complete for CAITS closure.

12. PO closes CAITS and provides a copy of closed action to AC.

13. If CAITS response is negative, the AC prepares LOR for TTD Director's signature. After signature the LOR is forwarded to the requester and to the cognizant Department or Organizational Director and TPOC. An electronic copy is placed in the CD30 Agreement edit folder and an entry is made noting the action in the Agreement database. There is no further action required the Agreement Process is ended. (Figure E, Box 2)

14. If CAITS response is affirmative, the AC sends e-mail to the external customer including final pricing from CFO for approval. (Figure E, Box 3)

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- 15.AC prepares an electronic file folder with agreement numbers in Co30/CO30edit/(coordinator)/(SAA8-XXXXX) .
- 16.AC will follow Boxes 4-8. (Figure E) to prepare draft Space Act Agreement.
- 17.AC will send draft copies to participants.
- 18.AC will prepare final SAA concurrence package (orange folder) which will include:
 - Executive Summary
 - Background Information
 - Cost estimate(s)
 - Chronology
 - Correspondence
 - CAITS
 - Original request
 - Related SAA's
 - Transmittal letter
 - 2 original copies of the agreement
 - Concurrence sheet

(If requested courier/clerk will provide coordinator with assembly materials and help assemble)
- 19.Coordinator gives the orange folder to PO for approval and enters the "ready for concurrence" date in NTTS.
- 20.PO reviews concurrence package for accuracy and signs when approved.
- 21.TT Director signs the concurrence package. (designated signature or PO stamps when necessary)
- 22.PO gives orange folder to courier for concurrence routing.
- 23.The courier/clerk will make a copy to track concurrence and file.
24. The courier/clerk will deliver SAA for each signature.

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After every signature, courier/clerk will make a copy of concurrence sheet and keep with tracking copy. (NSSTC agreements have to be hand carried and picked up from the NSSTC building off base)

25. After final signature, courier/clerk will give to the TT Director to sign transmittal letter.

26. After transmittal letter is signed, the courier/clerk will:

- Place date on the letter in the proper place per correspondence directives.
- Copy Transmittal letter for file and one for every name on the distribution list at end of letter and distribute by interoffice mail, along with a copy of the signed agreement.
- Make a copy of signed agreement and transmittal letter for orange folder.
- Prepare Fed Ex shipping document (MSFC form 4182), must be signed by Fed Ex authorized signature and it must have a proper address - no post office box.
- Take 2-signed copies of agreement and the original transmittal letter and Fed Ex to customer for signature.
- Wait for a copy of Fed Ex document with tracking number.
- Give the original orange folder, file copies of agreement and transmittal letter, and Fed Ex tracking number to coordinator to prepare QR (brown folder).

27. At this time the AC will:

- Enter into NTTS the CTO received date and CTO signed date. (starts calculation of days in process)
- Create brown folder (courier/clerk will keep brown folders already labeled in 150 file cabinet)

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28. After the Fully Executed copy of the Agreement is received the AC assures that all database entries (resources and etc.) in the NTTS database are correct/complete and that the Agreement End Date is filled in. The AC is then responsible for turning the Permanent File over to the PO for review and filing as a QR.

- Original signed agreement placed in brown folder
- Copy of signed agreement for internal participant and CFO
- Have CFO validate final costs with NTTS data
- In NTTS
 1. Change status to active
 2. Enter date awarded (customer final signature)
 3. Enter date ending

Quality Records The QR for External Customer Agreement Process is part of the CA folder and may include the following:

- a. Initial written request for a CA from the potential customer
- b. Initial MSFC response to the potential customer (e-mail notification or LOR)
- c. Transmittal Letter
- d. CAs
- e. Concurrence Sheets
- f. Customer Responses to CAs
- g. Center Operations Directorate (COD) checklist
- h. Other as determined by the AC

The CA and its associated folder are the only document(s) requiring a QRN. All other quality records within the folder are considered covered by the folder QRN.

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FILE(S) LOCATION BUILDING 4732/ROOM 150

Records Custodian Roger Parisa

Quality Record Numbering System The numbering system for all QRs pertaining to the External Customer Agreements process is as follows:

- A. CAs will have a unique QRN format on the lower left-hand corner of each page: <Agreement Number SAA8-XXXXX>
For SAA's that have modifications or sub agreements, the following clarification will be added to the end of the parent SAA number:
 - Modifications will be noted as .A, .B, etc.
 - Sub agreements will be noted as .1, .2, etc.
- B. Any other document deemed to be a QR relating to a CA will be a part of the associated CA folder (e.g., waiver authorizations) and considered a quality record regardless of whether the QRN appears on the document.

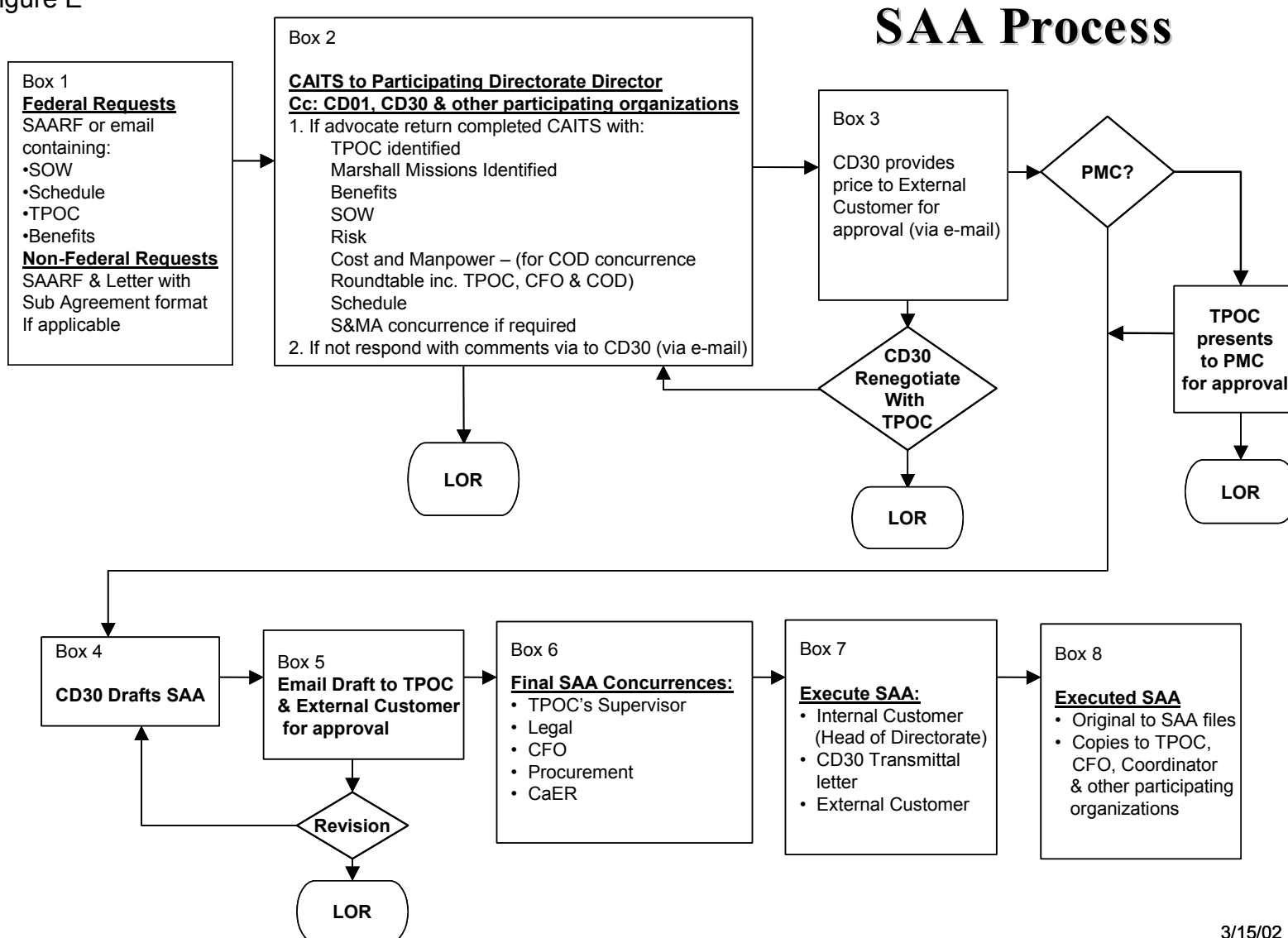
QUALITY RECORDS AND DOCUMENTS RETENTION SCHEDULES AND DISPOSITION

The following schedule applies to those QRs directly related to the External Customer Agreements process:

Retained a minimum of two years in accordance with NPG 141.1, NASA Records Retention Schedule.

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Figure E



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Appendix F

Small Business Innovative Research/Small Business Technology Transfer (SBIR/STTR) Program

Process Owner. Lynn Garrison

Small Business Innovative Research/Small Business Technology Transfer (SBIR/STTR) Process Instructions.

1. Solicitation Development:

The NASA Strategic Enterprise Representatives (ERs) and SBIR/STTR Level I (HQ) and Level II (GSFC) management issue an electronic request for topics/subtopics to the SBIR/STTR Field Center Program Managers. The program managers forward the request through the Center Directorates to the topic/subtopic managers to identify topics/subtopics that support MSFC mission areas, lead roles, and support roles. After these priorities are established, the Center Evaluation Committee convenes and selects/approves the topics/subtopics that are then forwarded to Levels I and II. After approval at Levels I and II the subtopics are forwarded to center subtopic managers to prepare descriptions. The subtopic managers enter these descriptions in the Electronic Handbook (EHB). After this action is approved by the field center program manager, the electronic submission is forwarded to Levels I and II. The Solicitation is then posted electronically on the NASA SBIR/STTR homepage.

2. SBIR/STTR I:

During the Solicitation period small businesses submit proposals containing R&D innovative ideas. After the solicitation closes, Levels I and II personnel screen the proposals, forward them to the field center program managers, and place the proposals in the EHB. The field center program manager holds a kickoff meeting with topic/subtopic managers to begin the technical evaluation of the proposals. Topic/subtopic managers identify the evaluators and insure that proposal evaluations are completed. The topic/subtopic managers rank the proposals with the subtopics and enter the rankings in the EHB. The program manager verifies that evaluations and rankings are complete, resolves any issues, and convenes meetings with Directorate representatives to rank proposals within mission areas, lead roles, and support roles. The Center Evaluation Committee, with the program manager as

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chairperson, then meets to determine the center rankings of the proposals. These results are entered in the EHB and the results are forwarded to the Levels I and II management. The Levels I and II management make the selections of proposals for award and send this information to the field center manager. Contracting Officer's Technical Representatives (COTRs) are selected from the evaluations or otherwise identified and provided to procurement. Procurement awards the Phase I contracts per NASA FAR Part 5. The period of performance is 6 months for SBIR I and up to 12 months for STTR I. The results of this determine if there is scientific and technical merit in the innovative idea of the company. At the end of the Phase I contract, the company submits a final report, and a Phase II proposal if they so choose.

3. SBIR/STTR II:

After Phase I is completed and the final report submitted, the company may choose to submit a Phase II proposal. The program manager holds a kickoff meeting, with topic/subtopic managers, COTRs, and alternate COTRs of the Phase I contracts, to begin the technical evaluation of the Phase II proposal. A commercial peer review panel evaluates recommended proposals. The program manager convenes a meeting with topic and subtopic managers to obtain topic rankings. The Center Evaluation Committee, with the program manager as chairperson, meets to finalize the ranking of the proposals. Center rankings are entered into the EHB and a copy forwarded to Levels I and II management and ERs. After selections are made by Levels I and II, the program manager notifies the directorates and the topic/subtopic managers. COTRs are selected from the evaluations or otherwise identified and provided to procurement. Procurement awards the Phase II contracts per NASA FAR Part 5. The period of performance for SBIR/STTR Phase II contracts is 2 years.

At the end of the Phase II period of performance, if a highly successful commercial innovation has been developed, a success story is published.

4. SBIR/STTR III:

The SBIR/STTR Phase III contracts are optional following completion of Phase II. The funding cannot be from the SBIR/STTR programs. This contract is for the pursuit of private sector or government sales. The statement of work prepared by the technical personnel at the field center is forwarded to the procurement office along with the necessary

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funding. Procurement then negotiates and awards the contract. There is no set period of performance or contract value for the Phase III contract.

Quality Records. It should be emphasized that QRs pertaining to the SBIR/STTR process are NOT maintained or stored by the Technology Transfer Department. QR details follow:

The QRs for SBIR/STTR Process are part of the Procurement QR and the SBIR/STTR Electronic Handbook located on the Internet and include the following:

a.) The Contract QRs are maintained and controlled by the Procurement Office and include the following: (specific location of Procurement QR dependent on procurement personnel assigned to organization where contract COTR is located)

- Unique numbering system for SBIR/STTR Proposals
- Unique numbering system for NASA/MSFC contracts and supporting contract modifications, memorandums, and reports

b.) The QRs relating to proposal numbering, technical evaluations, commercial evaluations, subtopic/topic rankings, and Center rankings are located in the SBIR/STTR Electronic Handbook located on the Internet and managed by Goddard Space Flight Center and their program support personnel.

File(s) Location. Specific location of Procurement QR is dependent on procurement personnel assigned to organization where contract COTR is located.

Records Custodian. MSFC Procurement Office/Goddard Space Flight Center.

Quality Record Numbering System. The numbering system for all QRs pertaining to the SBIR/STTR process is as follows:

- A. The SBIR/STTR proposals, received by NASA, are assigned numbers (QRN) according to their subtopic area and contractor number assigned by the program support personnel managing the SBIR/STTR Programs electronic handbook.

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- B. The information on all the proposal technical evaluations, commercial evaluations, and center rankings are in the SBIR/STTR electronic handbook
- C. Once the proposals are selected for award they are assigned a NASA contract number: NAS8-XXXXX (QRN). The QRN is assigned in numerical order, grouped by contract phase. The MSFC Procurement Office assigns these sequential numbers.
- D. All official memorandums and documents supporting an SBIR/STTR contract reference this QRN and are included in the contract file, held by the procurement office.

Quality Records and Documents Retention Schedules and

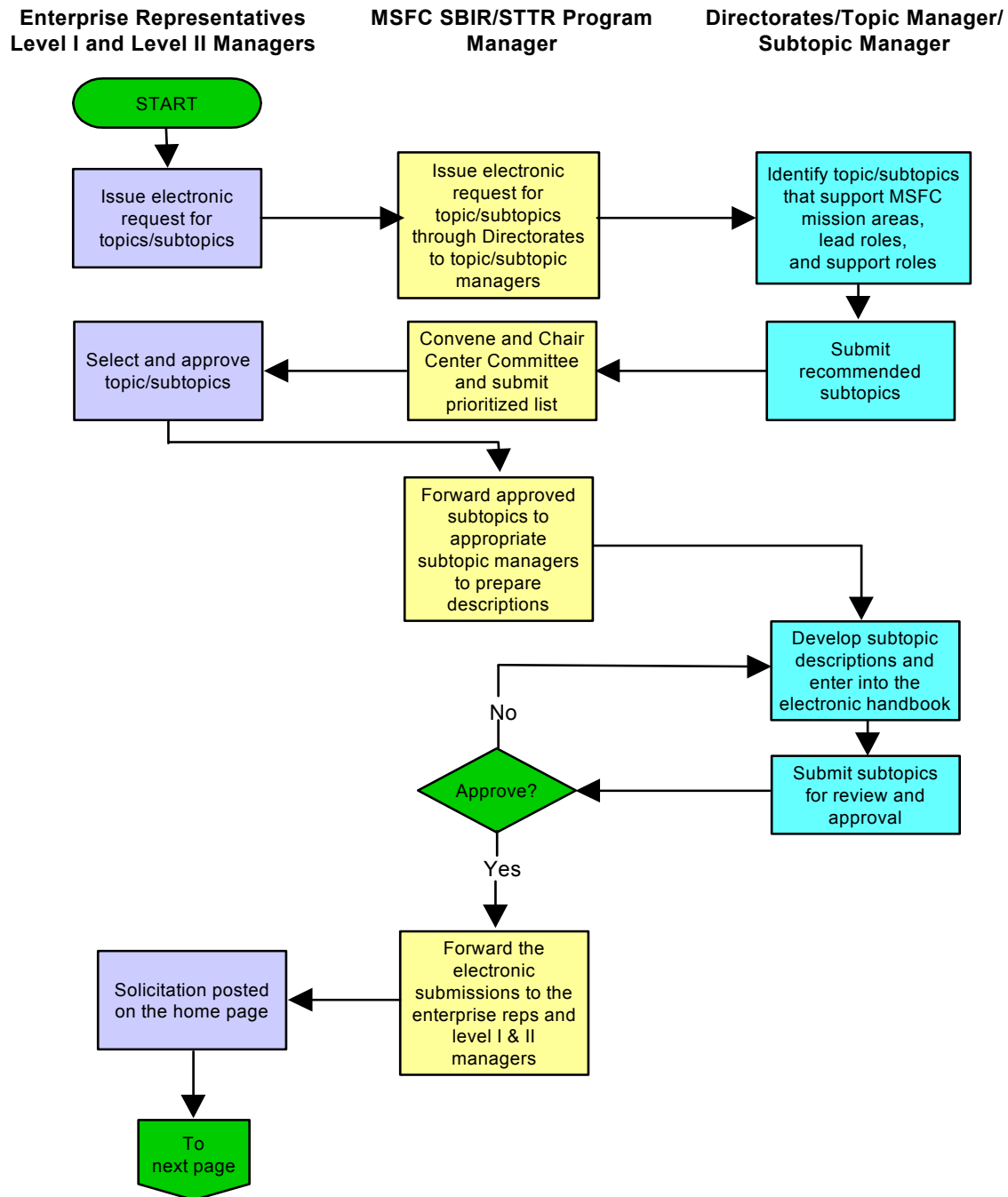
Disposition. The following schedule applies to those QRs directly related to the SBIR/STTR process. QRs will be maintained in appropriately labeled file cabinets for the duration specified below:

a. Product QRs will be maintained in appropriately labeled file cabinets for the duration specified below, and shredded/destroyed thereafter:

- Phase I - selected proposals: Retain and incorporate into Phase II case files
- Phase I - not selected: Destroy proposals not funded one year after completion of end of Phase I
- Phase II - funded proposals: Destroy funded Phase II files 3 years after the end, termination, or completion of Phase II
- Phase II - not funded: destroy unfunded Phase II proposals one year after selection announcement of Phase II
- NASA Headquarters - OPR: (These records include both Phase I and II proposals, and are microfiched in their entirety.) Destroy paper records after microfiching
- Microfiche - Destroy microfiche when 10 years old

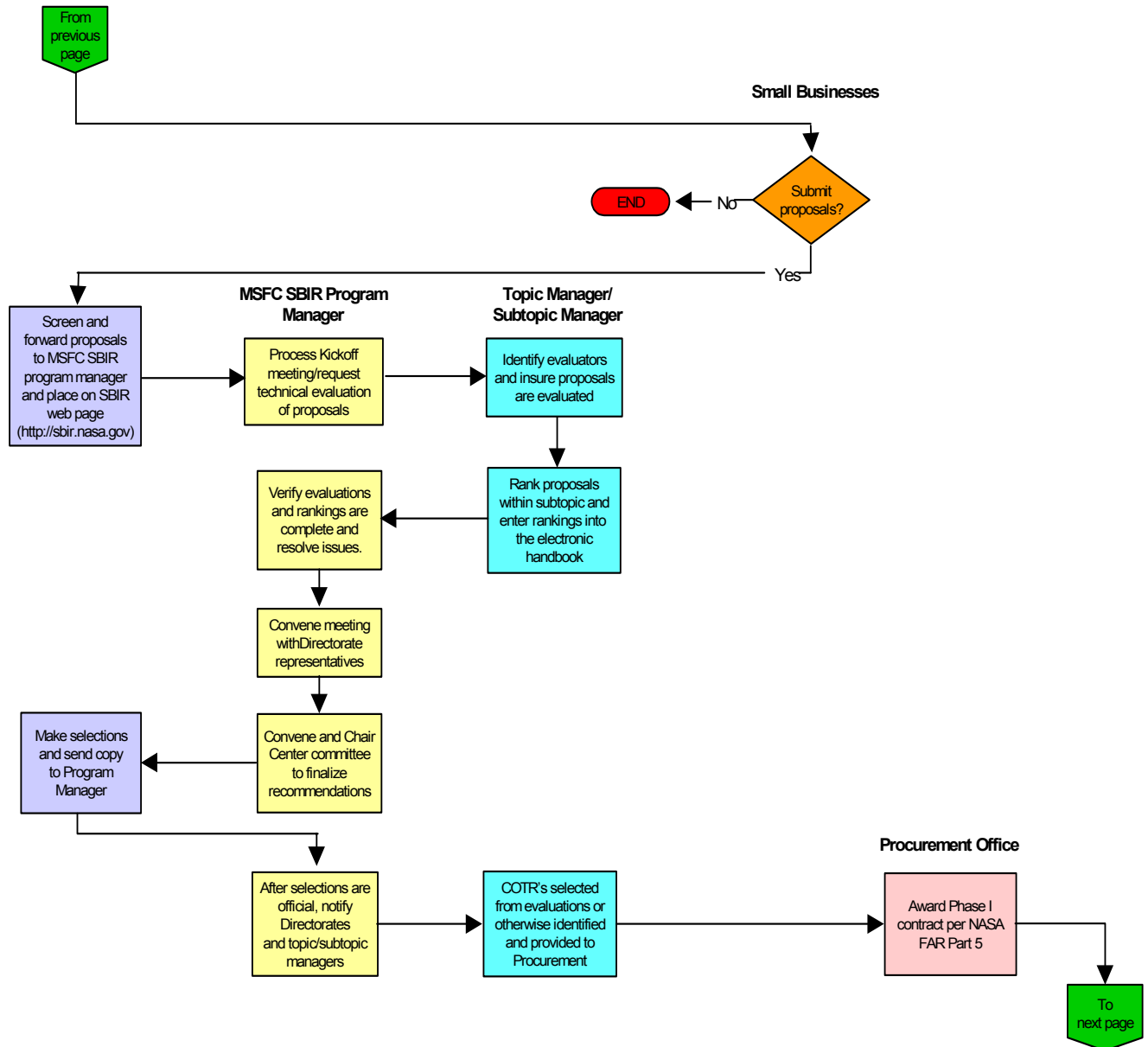
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Figure F.

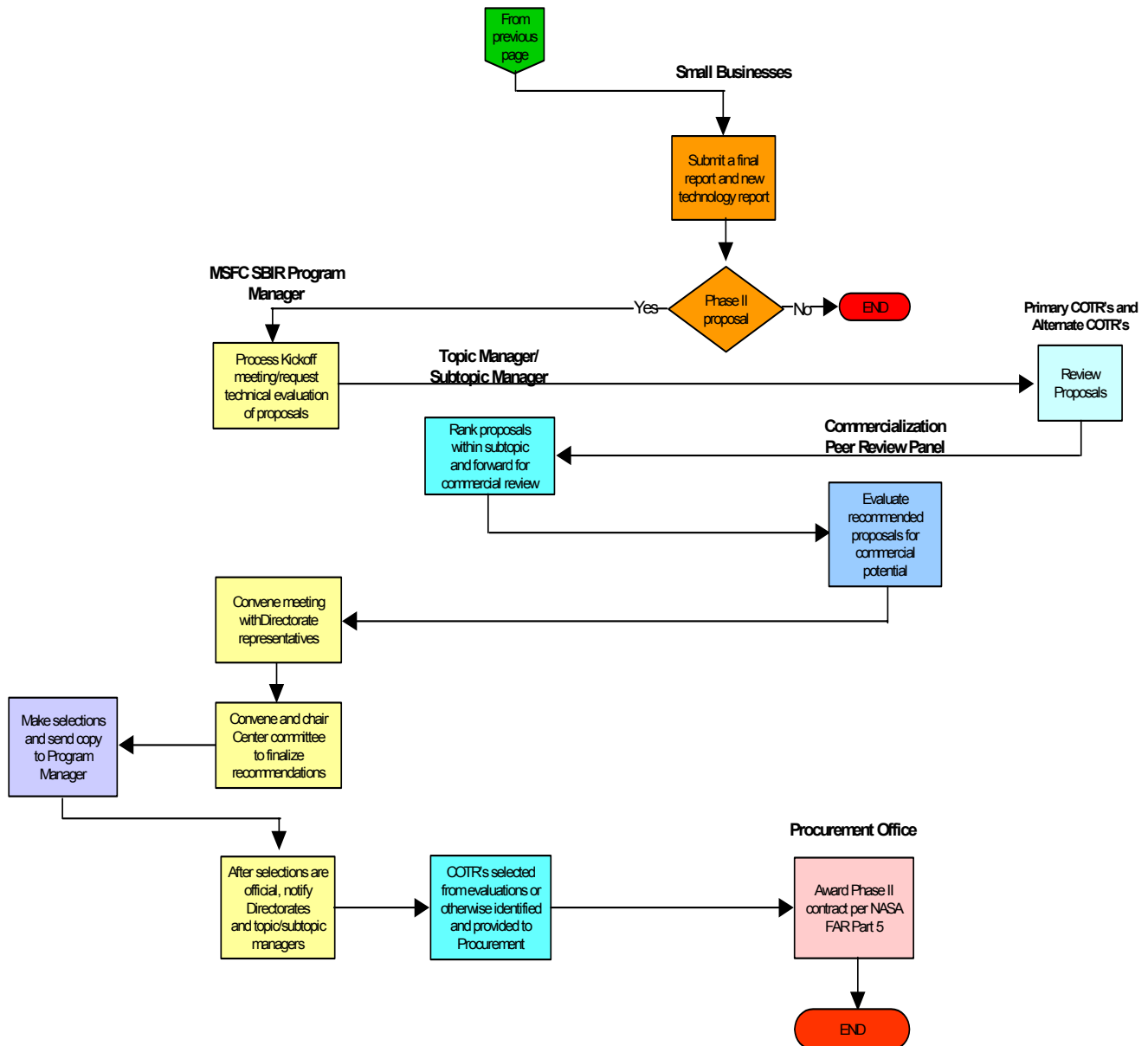


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**Enterprise Representatives
Level I and Level II Managers**



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Appendix G New Technology Reporting Contract Compliance

Process Owner. Sammy Nabors

New Technology Reporting Contract Compliance Process Instructions.

1. New Technology Representative receives copy of contract, grant, or cooperative agreement containing applicable new technology or patent right clause. A folder is created with the contract number clearly visible on the outside of the folder.
2. Initial memorandum to contractor is generated detailing requirements for compliance with applicable contract clause (new technology or patent rights). Reminder memoranda for interim and final reports are also provided to the contractor on established milestone dates (as defined in the FAR and NASA FAR Supplement).
3. Contractor provides interim and final technology reports to New Technology Representative for review and flagging of potential reportable items. These are reports that detail the technical progress of the contractor in accordance with scope of contract.
4. Contractor provides interim and final new technology reports to New Technology Representative (PO) (MSFC Form 4204 or equivalent) for review to ensure that document is consistent with new technology reporting activity to date. If not, New Technology Representative resolves discrepancy with contractor.
5. Correspondence is forwarded to Contracting Officer's Technical Representative (COTR) detailing new technology reporting activity of contractor. COTR determines compliance based on technical cognizance of the work and returns certificate to New Technology Representative. If there are disagreements, the New Technology Representative will work with the COTR and contractor to resolve discrepancy or concerns.
6. Certification document is signed by New Technology Representative and forwarded to LS01/Patent Representative for signature. Final signed certification is forwarded to

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Procurement Office for contract payment and closeout.

7. The NASA Technology Tracking System (TechTracS) will be updated and utilized by the New Technology Representative and contractor support for process management, data storage, and action tracking throughout contract cycle.

Quality Records. The New Technology Reporting Contract Compliance Process QRs are the contract case files and include the following:

- Copy of contract
- Related correspondence (e.g. contract modifications, COTR delegations, memoranda, faxes, emails, certifications, forms, etc.) pertaining to the contract from award date to closeout.
- Any other data deemed appropriate by the PO

File(s) Location. Building 4732/Room 227-9

Records Custodian. Marilyn Ratliff

Quality Record Numbering System. The numbering system for all QRs pertaining to the New Technology Reporting Contract Compliance process is as follows:

- A. All contract case folders shall have an official MSFC number prefixed as follows:
 - "NAS8-" for research and development contracts
 - "NAG8-" "NAGW-", or "NGT8-" for grants
 - "NCC8-" for cooperative agreements

This number will serve as the Quality Record Number (QRN). The QRN is incremented by category referenced above in a chronological order and is assigned by the MSFC Procurement Office when a new contract, grant, or cooperative agreement is awarded. CD30 will receive a copy of all contractual instruments containing applicable new technology or patent rights clauses with the contract number included on the document. The copy of the contract will serve as the initiating document for the QR and will determine the QRN.

- B. A contract folder will be established with the QRN clearly visible.
- C. Included in this folder (QR) will be the contract copy noted in A., along with any related correspondence (e.g. contract

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modifications, COTR delegations, memoranda, faxes, emails, certifications, forms, etc.) pertaining to the contract from award date to close-out.

- D. The case folder and the contract copy are the only items *required* to have the QRN noted on the document. All items included in the folder are part of the QR regardless of whether the QRN appears directly on the document.

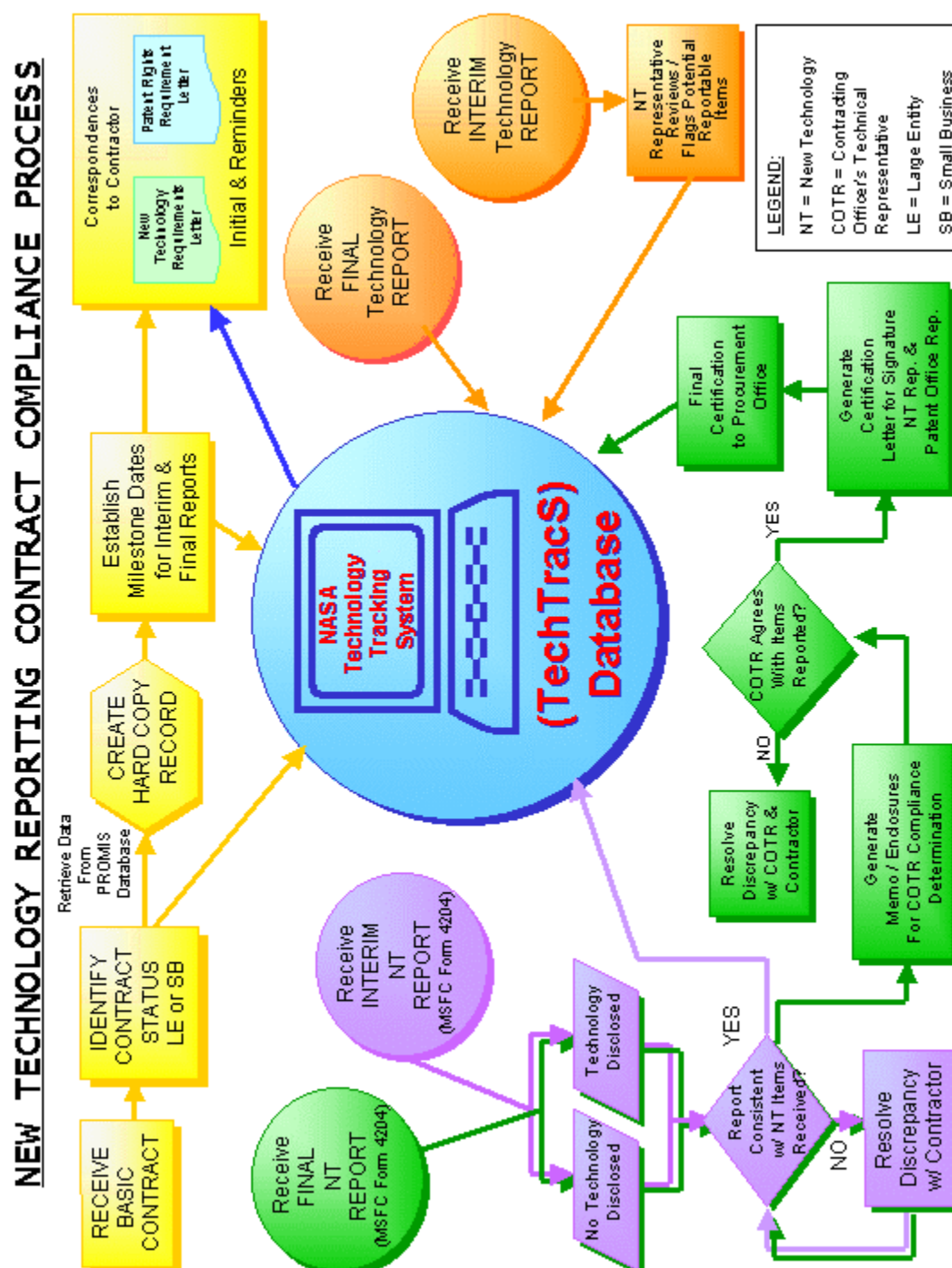
Quality Records and Documents Retention Schedules and

Disposition. The following schedule applies to those QRs directly related to the New Technology Reporting Contract Compliance process:

Retained for a minimum of 1 year after contract closeout. After the year has elapsed, the files may be retired to a Federal Record Center in accordance with NPG 1441.1. The contract files may be retained longer for general-purpose use (e.g. dissemination of technical information, historical purposes). The files may be destroyed 10 years after final payment or closeout.

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Figure G



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Appendix H Outreach and Education

Process Owner. Vernotto McMillan

Outreach and Education Process Instructions. The TTD Outreach and Education Process engages the major TTD program elements with four Outreach Team functions: Program Inputs, Planning, Production, and Distribution. Each element provides a review opportunity to allow the fullest possible dissemination of appropriate information, and to control sensitive information and outreach resources. Because of the inherent fluidity of outreach efforts, this responsiveness and flexibility are considered key strengths, and the ability to reassess planning decisions and reengage past opportunities is crucial to quality, high-impact performance.

1. Program Inputs to Outreach

Successes: Program successes from the TTD major efforts are reported and summarized for use by NASA management, educators, industry customers, or others.

Opportunities: Program opportunities for business, academia, or government are presented to maximize the quality of customers interacting with the TTD.

2. Planning

Outreach Team Meetings: The outreach team (a core of dedicated outreach personnel plus interested attendees with outreach duties and interests from TTD's other elements) assesses requests for support, or proposals for outreach activities.

Technology Transfer Meetings: The outreach team, TTD Manager, and other interested parties meet regularly to confer, plan, and implement actions under the supervision of the TTD Manager.

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3. Production

Under this element, actual products or efforts developed to execute outreach plans are identified, designed, tasked, and produced.

Development of materials for use by MSFC news media support: The outreach team uses available resources to accomplish the compilation of video, text, photos, software, or other materials designed to provide MSFC's news media support group.

Innovation: The Outreach Team uses available resources to develop articles for use by the NASA HQ sponsored success story review, Aerospace Innovation. This element involves writing the stories to be concise, of different content, and often of different emphasis than other reporting methods.

Spinoffs: The Outreach Team develops stories for use by Spinoff magazine as success stories or Center highlights. These articles are in-depth, current, and independently verified by the Spinoff publishers

Marshall Momentum industry update: The Outreach Team develops text, art, photos, and other graphics for use in the periodical Marshall Momentum.

TTD Web Site content: The Outreach Team creates content for the TTD website including text, photos, graphics, or multi-media.

4. Distribution

Distribution methods are available for each of the tools produced. Most tools are distributed through a combination of outlets, depending upon suitability, cost, and potential impact.

Regional Technology Transfer Center Network and other Affiliates: The Outreach Team provides products to the RTTC's and other affiliates for use in supporting MSFC TTD missions, and as deployment sources for established and openly available MSFC technologies.

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Direct Mailings: The Outreach team uses compiled contact lists to, deliver a direct mail product to past or potential customers. This distribution "mines" those companies already engaged to some extent by the TTD, and maintains an awareness of TTD's continuing efforts and opportunities for engagement and technology deployment.

Contractor based direct contact with potential customers: The Outreach Team provides contractors acting as MSFC materials so they can deliver products directly to potential customers, acting as MSFC's representatives for that purpose.

TTD Internal Distribution: The Outreach Team addresses internal communications by delivery of products to TTD and associates to keep them informed as to TTD's efforts and roles.

Internet Links: The Outreach Team delivers informational products through web site content, email, or other electronic methods. These products are non-proprietary and generally considered publicly available.

NASA Technology Tracking System: The Outreach Team supports the TechTracs database by providing success stories, abstracts, or other content for inclusion in the database. Since TechTracS provides source material for both internal NASA Technology Commercialization Offices and external customers, this is seen as a leveraging distribution method.

External Education Opportunities: The Outreach Team attends and participates in technical events to educate audiences and potential future license/partnership candidates. This delivery method allows direct contact between TTD and customers, for effective two-way engagement.

Internal Education Opportunities: The Outreach Team provides educational products, publications, and displays for internal technical and business staff to facilitate more effective work within MSFC. These opportunities provide employees with information about the TTD program, and encourage the submission of technologies for TTD review.

Follow-Up Contacts: The Outreach Team pursues follow-up contacts to maintain awareness among potential customers. This provides additional exposures to TTD messages, and

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encourages customers to think more thoroughly about possible licensing, co-development, or deployment opportunities.

Quality Records. There are no quality records singularly associated with the Outreach and Education Process. This process is a supporting element of all other TTD processes.

Special Training Requirements. There are no training requirements identified for the Outreach and Education Process.

